



# Mathis Independent School District

MR. CHRIS CASAREZ, AREA ADMINISTRATOR

"World Class Education for Everyone, Everyday"

602 E. San Patricio Ave.  
Mathis, Texas

Phone: (361) 547-3378

Fax: (361) 547-9474

[www.mathisisd.org](http://www.mathisisd.org)

Mr. Benny P. Hernandez  
Superintendent

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Mrs. Angie Trejo  
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District Administrators

Mr. Chris Casarez  
Area Administrator for  
Operations and Student  
Support Services

Dr. Camille McCoy  
Human Resource Director

Ms. Gail Shepler  
Business Manager

Christina Alvarado  
Director of Special Programs  
and Assessments

Janet Dickerson  
Curriculum & Instruction  
Specialist

Rod Blount  
Athletic Director  
Learning Center

Veronica Garza  
Brush Country Co-op  
Special Education Director

Miguel Cabrera  
Band Director

Pat Doherty  
Public Relations Specialist

Date: April 22, 2016

RE: Appeal for FRN 2676853

To: Schools and Libraries Correspondence Unit

**Applicant Filing Appeal:** Mathis Independent School District – BEN 141589

**Contact Information:**

Chris Casarez

602 E. San Patricio Ave

Mathis, TX 78368

361.547.3378 ext. 3

[ccasarez@mathisisd.org](mailto:ccasarez@mathisisd.org)

**Documentation of USAC's Denial**

Attached

**Supporting Documentation**

See Appendix A

(USAC Denial, E-Rate Data Page, and E-mails pertaining to the attempts to get the proper information from Time Warner Cable, trying to solve this problem. In addition there were phone calls that I made trying to get this issue resolved.

**Problem for Which We Are Seeking Resolution**

In the 2014-2015 funding cycle Mathis ISD was funded for local and long distance phone service with Time Warner Cable (SPIN: 143028428). The FRN in dispute is 2676853. As we had done in the past, we requested Service Provider Invoicing for this FRN. As I was preparing to do BEAR forms for other FRNs in October of 2015, I noticed that only \$2,352.24 had been disbursed for the Time Warner FRN referenced above. We had paid the bills in full to Time Warner Cable.

I contacted my sales representative, Judith Escamilla, on October 19, 2015 to inquire about this issue and she informed me that a case would be opened. At this time we filed an invoice deadline extension to ensure that we would have enough time to resolve this issue and get the BEAR forms filed before the deadline.

Over the next several months I contacted Ms. Escamilla to check on the progress of the situation. (See Appendix A, email messages dated 10/19/2015, 11/3/2015, 1/11/2016, 1/12/2016, 2/12/2016, and 3/3/2016, 3/4/2016, 3/5/2016, 3/7/2016, 3/23/2016 & 3/28/2016.) During that time, on January 11, 2016 Ms. Escamilla referred me to a Time Warner E-rate Specialist, Nicholas D'Andrea. I contacted him via email (See Appendix A), sent him all the information related to this issue, and asked for his help resolving it. He has never responded to my request for assistance. On March 7, 2016 I Stephanie Teran-Cartagena from the Time Warner E-rate Support division. At that time she informed me that this issue had not been resolved because Time Warner had requested additional





# Mathis Independent School District

MR. CHRIS CASAREZ, AREA ADMINISTRATOR

*"World Class Education for Everyone, Everyday"*

information from the district and had never received it. This is an untrue statement. Time Warner had never contacted me with a request for additional information related to this or any other issue. All Erate correspondences in Mathis ISD come to me. I never received a request for additional information.

At that time she also informed me that we have six different accounts with Time Warner and that they had invoiced USAC using only one of those accounts. We have been using Time Warner Cable for a variety of services since 2011 and have used both Service Provider Invoicing and BEAR forms for their services. We have never encountered this issue in the past and have always received full reimbursements when we used BEAR forms and full payments to USAC with the main account number. So we have a history of this working just as it should. Something happened in this funding year, something of which we were totally unaware and had no way of becoming aware, that has led to this problem.

During this conversation, Ms. Teran-Cartagena informed me that since the BEAR deadline had passed there was nothing that could be done by Time Warner to resolve this situation and she suggested that I contact USAC to see if they could resolve this situation, since it seems they may have dropped the ball on their end.

BEAR forms that I submitted while trying to get this issue resolved were denied because the FRN was marked for SPI. We were told early on in this process that we should try to get this FRN switched from SPI to BEAR so that we could get the rest of our money refunded. We thought we had successfully done that, but the BEAR forms kept being denied.

As you can see, the district has done its due diligence to resolve this issue. We began the process on October 19, 2015 as soon as we noticed the disparity in the amount disbursed and the amount funded. We made multiple, good faith efforts to get the problem resolved. The source of the problem in this case is Time Warner. They created the problem and then were non-responsive in our attempts to resolve it until the deadline passed to complete the BEAR forms for the five accounts that did not get billed via SPI. The reason for this appeal is that the district made every effort to resolve this issue in a timely manner and the vendor was unresponsive. Because of that, the district is being denied a reimbursement of \$15,023.34, a significant amount of money in a small district such as ours.

## **Relief Sought Through This Appeal**

The district is asking USAC to grant another invoice extension so that we can either file BEAR forms for the remaining five Time Warner Cable accounts to receive our reimbursement or any other method that would allow the district to recoup the \$15,023.34 that was lost in this process.

Thank you,

Christopher Casarez,

Area Administrator for Operations and Student Support Services

[ccasarez@mathisisd.org](mailto:ccasarez@mathisisd.org)

## Christopher Casarez

---

**From:** deadline@sl.universalservice.org  
**Sent:** Wednesday, April 20, 2016 10:31 AM  
**To:** Christopher Casarez  
**Subject:** Administrator's Decision on Invoice Deadline Extension Request

This serves as acknowledgement and dismissal of your request for a deadline extension for the following FRNs:

2676853

Current deadline extension rules and procedures do not allow approval for the reason submitted.

### TO APPEAL THIS DECISION:

If you wish to appeal the decision indicated in this letter, your appeal must be POSTMARKED within 60 days of the above date on this letter. Failure to meet this requirement will result in automatic dismissal of your appeal. In your letter of appeal:

1. Include the name, address, telephone number, fax number, and e-mail address (if available) for the person who can most discuss this appeal with us.
2. State outright that your letter is an appeal. Identify which Administrative Decision you are appealing. Indicate the relevant funding year and the date of this letter. Your letter of appeal must also include the Billed Entity Name, the Form 471 Application Number, and the SLD Invoice Number from the top of your letter.
3. When explaining your appeal, copy the language or text from this letter that is at the heart of your appeal to allow the SLD to more readily understand your appeal and respond appropriately. Please keep your letter to the point, and provide documentation to support your appeal. Be sure to keep copies of your correspondence and documentation.
4. Provide an authorized signature on your letter of appeal.

If you are submitting your appeal on paper, please send your appeal to: Letter of Appeal, Schools and Libraries Division, 30 Lanidex Plaza West, PO Box 685, Parsippany, NJ 07054-0685. Additional options for filing an appeal can be found in the "Appeals Procedure" posted in the Reference Area of the SLD web site or by contacting the Client Service Bureau. We encourage the use of either the e-mail or fax filing options.

Schools and Libraries Division  
Universal Service Administrative Company

This e-mail has been generated programmatically. Please do not respond to this e-mail.





ESC Region 12 E-Rate Consulting Support Center

Last Updated:  
10/16/2015  
8:17:18 AM  
New Search

All 2015 **2014** 2013 2012 2011 2010 2009 2008 2007 2006 2005 2004 2003 2002 2001 2000 1999 1998

BEN		Region	2
Applicant	MATHIS ISD	County District #	205904
Address	P O BOX 1179 MATHIS TX, 78368-1179	Enrollment	1688

Export to Excel

486 Filed	471	FRN	SPIN	Service Provider	Service*	Original Req. Amt	Funded	Disbursed	Util.%	Discount
Y	981746	2676590	143000677	Verizon Wireless (Cellco Partnership)	TC	\$17,550.00	\$17,550.00	\$17,169.36	98 %	90 %
Y	981746	2676649	143028428	Time Warner Cable Information Services (Texas), LLC	IA	\$27,540.00	\$27,135.00	\$25,243.09	93 %	90 %
Y	981746	2676690	143004662	Southwestern Bell Telephone Company	TC	\$9,662.44	\$9,662.44	\$9,662.44	100 %	90 %
Y	981746	2676726	143027372	SCHOOLWIRES INC.	IA	\$5,864.37	\$5,864.37	\$5,864.37	100 %	90 %
Y	981746	2676853	143028428	Time Warner Cable Information Services (Texas), LLC	TC	\$17,375.58	\$17,375.58	\$2,352.24	14 %	90 %
Y	981746	2676892	143004662	Southwestern Bell Telephone Company	TC	\$2,702.16	\$2,702.16	\$2,431.94	90 %	90 %
NF	982204	2677794	143030052	Insight Public Sector Inc	IC	\$194,433.65	\$0.00	\$0.00	0 %	90 %
NF	982204	2678285	143030052	Insight Public Sector Inc	ICM	\$30,848.15	\$0.00	\$0.00	0 %	90 %

## Christopher Casarez

---

**From:** Christopher Casarez  
**Sent:** Monday, October 19, 2015 10:51 AM  
**To:** Escamilla, Judith  
**Cc:** Peter Fernandez  
**Subject:** RE: TWC phone bill question

- 1) I was checking to see if any information had come about for the bill that had the one time charges and credits on it.
- 2) Also we would like to be on SPI for the current year for Internet and PRI local/long distance phone
- 3) Last year we were on SPI for local/LD and so far only 14% has been disbursed. Can you check on that as well?

486 Filed Y

471 981746

FRN 2676853

SPIN 143028428

Service Provider TWC

Service\* TC

Original Req. Amt \$17,375.58

Funded \$17,375.78

Disbursed \$2,352.24

Util.% 14%

Discount 90%

Thank you,

Chris Casarez

Area Administrator for Operations and Student Support Services Mathis Independent School District  
(361) 547-3378 X-1052

-----Original Message-----

From: Christopher Casarez  
Sent: Thursday, October 01, 2015 8:31 AM  
To: 'Escamilla, Judith' <judith.escamilla@twcable.com>  
Cc: Peter Fernandez <pfernandez@mathisisd.org>  
Subject: RE: TWC phone bill question

Yes please, because the one time charges and credits were not on previous bills and that's what they are questioning. I called customer service yesterday. After 10 minutes on hold, I thought it might be best to get you involved since you are familiar with the contract and specifics of our account.

-----Original Message-----

From: Escamilla, Judith [mailto:judith.escamilla@twcable.com]  
Sent: Wednesday, September 30, 2015 9:04 PM  
To: Christopher Casarez <ccasarez@mathisisd.org>  
Cc: Peter Fernandez <pfernandez@mathisisd.org>  
Subject: RE: TWC phone bill question

Mr. Casarez,

I reviewed the bill. I will submit a case to request the reason for the credits. Calling Customer Care at 866-519-1263 would be faster response.

You should be paying a total of \$834.80 plus the surcharges and Right-way fees.

If Business Office still needs clarification, I can escalate the request.

Thank you,

Judith Escamilla  
Major Account Executive II  
Govt & Education  
361-563-9745 C  
956-230-0465 F  
E-Rate SPIN: 143028428  
DIR Contract #: DIR-TEX-AN-NG-CTSA-008  
Business Fiber Support: 877-892-3423  
Business HSD, Voice and Video/CATV Support: 866-519-1263 <http://timewarnercable-tex-an-ng.com/index>

-----Original Message-----

From: Christopher Casarez [mailto:ccasarez@mathisd.org]

Sent: Wednesday, September 30, 2015 4:30 PM

To: Escamilla, Judith

Cc: Peter Fernandez

Subject: TWC phone bill question

Business office questioned all of the credits and one time charges on this current bill.

Can you explain or correct if this is a mistake?

Thank you for your help,

Chris Casarez

Area Administrator for Operations and Student Support Services Mathis Independent School District

(361) 547-3378 X-1052

-----Original Message-----

From: Color 570 [mailto:Xerox@mathisd.org]

Sent: Monday, September 30, 2013 4:30 PM

To: Christopher Casarez <ccasarez@mathisd.org>

Subject: Scan from a Xerox Color

Please open the attached document. It was scanned and sent to you using a Xerox Color.

Number of Images: 2

Attachment File Type: PDF

Device Name: Color 570

Device Location:

For more information on Xerox products and solutions, please visit <http://www.xerox.com/>

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## Christopher Casarez

---

**From:** Escamilla, Judith <judith.escamilla@twcable.com>  
**Sent:** Monday, October 19, 2015 11:19 AM  
**To:** Christopher Casarez  
**Cc:** Peter Fernandez  
**Subject:** RE: TWC phone bill question

I will submit a case for the request. And keep you posted.

Judith Escamilla  
Major Account Executive II  
Govt & Education  
361-563-9745 C  
956-230-0465 F  
E-Rate SPIN: 143028428  
DIR Contract #: DIR-TEX-AN-NG-CTSA-008  
Business Fiber Support: 877-892-3423  
Business HSD, Voice and Video/CATV Support: 866-519-1263 <http://timewarnercable-tex-an-ng.com/index>

-----Original Message-----

From: Christopher Casarez [mailto:ccasarez@mathisisd.org]  
Sent: Monday, October 19, 2015 10:51 AM  
To: Escamilla, Judith  
Cc: Peter Fernandez  
Subject: RE: TWC phone bill question

- 1) I was checking to see if any information had come about for the bill that had the one time charges and credits on it.
- 2) Also we would like to be on SPI for the current year for Internet and PRI local/long distance phone
- 3) Last year we were on SPI for local/LD and so far only 14% has been disbursed. Can you check on that as well?

486 Filed Y

471 981746



## Christopher Casarez

---

**From:** Christopher Casarez  
**Sent:** Monday, October 19, 2015 3:02 PM  
**To:** Escamilla, Judith  
**Cc:** Peter Fernandez  
**Subject:** RE: TWC phone bill question

Thank you

-----Original Message-----

From: Escamilla, Judith [mailto:judith.escamilla@twcable.com]  
Sent: Monday, October 19, 2015 3:01 PM  
To: Christopher Casarez <ccasarez@mathisd.org>  
Cc: Peter Fernandez <pfernandez@mathisd.org>  
Subject: RE: TWC phone bill question

I have submitted the request. This is the

Case  
01903154

Thank you,

Judith Escamilla  
Major Account Executive II  
Govt & Education  
361-563-9745 C  
956-230-0465 F  
E-Rate SPIN: 143028428  
DIR Contract #: DIR-TEX-AN-NG-CTSA-008  
Business Fiber Support: 877-892-3423  
Business HSD, Voice and Video/CATV Support: 866-519-1263 <http://timewarnercable-tex-an-ng.com/index>

-----Original Message-----

From: Christopher Casarez [mailto:ccasarez@mathisd.org]  
Sent: Monday, October 19, 2015 10:51 AM

## Christopher Casarez

---

**From:** Christopher Casarez  
**Sent:** Tuesday, November 03, 2015 11:43 AM  
**To:** Escamilla, Judith  
**Cc:** Peter Fernandez  
**Subject:** RE: TWC phone bill question

Has there been any resolution on these three issues?  
I checked today and #3 is still the same and hadn't heard anything about #1 or #2.  
Thank you,

Chris Casarez  
Area Administrator for Operations and Student Support Services Mathis Independent School District  
(361) 547-3378 X-1052

-----Original Message-----

From: Christopher Casarez  
Sent: Monday, October 19, 2015 10:51 AM  
To: 'Escamilla, Judith' <judith.escamilla@twcable.com>  
Cc: Peter Fernandez <pfernandez@mathisisd.org>  
Subject: RE: TWC phone bill question

- 1) I was checking to see if any information had come about for the bill that had the one time charges and credits on it.
- 2) Also we would like to be on SPI for the current year for Internet and PRI local/long distance phone
- 3) Last year we were on SPI for local/LD and so far only 14% has been disbursed. Can you check on that as well?

486 Filed Y

471 981746

FRN 2676853

SPIN 143028428

## Christopher Casarez

---

**From:** Christopher Casarez  
**Sent:** Monday, January 11, 2016 1:24 PM  
**To:** Escamilla, Judith  
**Cc:** Peter Fernandez  
**Subject:** RE: TWC phone bill question

Any word yet on the following items, I know a case has been open since September but haven't received any resolution on them:

- 1) I was checking to see if any information had come about for the bill that had the one time charges and credits on it.
- 2) Also we would like to be on SPI for the current year for Internet and PRI local/long distance phone
- 3) Last year we were on SPI for local/LD and so far only 14% has been disbursed. Can you check on that as well?

486 Filed Y

471 981746

FRN 2676853

SPIN 143028428

Service Provider TWC

Service\* TC

Original Req. Amt \$17,375.58

Funded \$17,375.78

Disbursed \$2,352.24

Util.% 14%

Discount 90%

Thank you,



## Christopher Casarez

---

**From:** Escamilla, Judith <judith.escamilla@twcable.com>  
**Sent:** Monday, January 11, 2016 8:36 PM  
**To:** Christopher Casarez  
**Cc:** Peter Fernandez  
**Subject:** RE: TWC phone bill question

Mr. Casarez,

I regret that the changes have not taken place. I submitted the request and I was told that it would take 2 billing cycles. I'm aware that it's more than that. TWC has a new process of customer concerns. (I can follow up if the issues are not resolved, but I just submitted cases and wait for resolution.) This is case I submitted 11/14/2014.

The Customer Care billing team is staffed from 8 am-5 pm Monday through Friday to provide immediate assistance to your billing needs such as this. I encourage you to contact a Care representative at 1-866-892-4249 so that your issue can be documented and resolved in a timely manner. You may also request assistance online at <http://business.timewarnercable.com/support/contact-us.html>

This the contact for ERATE group contact:



**D'Andrea, Nicholas**  
ATG/RR/CC  
AR/E-rate Analyst  
Finance-HRN DUL VW  
1 703 561 8930 Work  
[nicholas.d'andrea@twcable.com](mailto:nicholas.d'andrea@twcable.com)  
[nicholas.d'andrea@twcable.com](mailto:nicholas.d'andrea@twcable.com)  
2551 Dulles View Dr  
Herndon, VA 20171  
[nicholas.d'andrea@twcable.com](mailto:nicholas.d'andrea@twcable.com)

Please keep me posted. I apologize for the inconvenience.

Thank you,  
judy

Judith Escamilla  
Major Account Executive II  
Govt & Education  
361-563-9745 C

## Christopher Casarez

---

**From:** Christopher Casarez  
**Sent:** Tuesday, January 12, 2016 8:24 AM  
**To:** D'Andrea, Nicholas (nicholas.d'andrea@twcable.com)  
**Cc:** Peter Fernandez  
**Subject:** FW: TWC phone bill question  
**Attachments:** img-930163007-0001.pdf

Mr. D'Andrea,

I had some concerns stemming back to September 30th. None have been resolved, in following up with Judith Escamilla from Time Warner Cable, she thought it would be best to contact you:

Issue #1:

My Business office questioned all of the credits and one time charges on this current bill.

Can you explain or correct if this is a mistake?

A ticket was open as this response was given to me by our account manager Judith Escamilla:

Mr. Casarez,

I reviewed the bill. I will submit a case to request the reason for the credits. Calling Customer Care at 866-519-1263 would be faster response.

You should be paying a total of \$834.80 plus the surcharges and Right-way fees.

If Business Office still needs clarification, I can escalate the request.

Thank you,

Judith Escamilla

Major Account Executive II

Govt & Education

361-563-9745 C

956-230-0465 F

E-Rate SPIN: 143028428

DIR Contract #: DIR-TEX-AN-NG-CTSA-008

Business Fiber Support: 877-892-3423

Business HSD, Voice and Video/CATV Support: 866-519-1263 <http://timewarnercable-tex-an-ng.com/index>

ISSUE #2:

We would like to be on SPI for the current year for Internet and PRI local/long distance phone This still has not occurred with the current e-rate,

ISSUE #3:

Last year we were on SPI for local/LD and so far only 14% has been disbursed. Can you check on that as well?

486 Filed Y

471 981746

FRN 2676853

SPIN 143028428

Service Provider TWC

Service\* TC

Original Req. Amt \$17,375.58

Funded \$17,375.78

Disbursed \$2,352.24

Util.% 14%

Discount 90%

As of yesterday, this was still the case.

Please let me know if you need any further information.

Thank you,

Chris Casarez

Area Administrator for Operations and Student Support Services Mathis Independent School District

(361) 547-3378 X-1052



## Christopher Casarez

---

**From:** Christopher Casarez  
**Sent:** Friday, February 12, 2016 9:56 AM  
**To:** Escamilla, Judith  
**Cc:** Peter Fernandez  
**Subject:** RE: TWC phone bill question

Just wanted to keep you update. I sent all the information to Nicholas D'Andrea and never got a response.  
As of now, none of these issues have been resolved.  
Is there anything you can do for us?  
Thank you,

Chris Casarez  
Area Administrator for Operations and Student Support Services Mathis Independent School District  
(361) 547-3378 X-1052

-----Original Message-----

From: Christopher Casarez  
Sent: Monday, January 11, 2016 1:24 PM  
To: 'Escamilla, Judith' <judith.escamilla@twcable.com>  
Cc: Peter Fernandez <pfernandez@mathisisd.org>  
Subject: RE: TWC phone bill question

Any word yet on the following items, I know a case has been open since September but haven't received any resolution on them:

- 1) I was checking to see if any information had come about for the bill that had the one time charges and credits on it.
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- 3) Last year we were on SPI for local/LD and so far only 14% has been disbursed. Can you check on that as well?

486 Filed Y

471 981746

FRN 2676853

## Christopher Casarez

---

**From:** Escamilla, Judith <judith.escamilla@twcable.com>  
**Sent:** Friday, February 12, 2016 10:11 AM  
**To:** Christopher Casarez  
**Cc:** Peter Fernandez  
**Subject:** RE: TWC phone bill question

I will submit the case. I want to setup a conference call, so we can follow-up on the status. I can go and visit to the district or we can setup a conference call. Let me know. How does the March 3rd work for you?

Thank you,  
judy

-----Original Message-----

**From:** Christopher Casarez [mailto:ccasarez@mathisisd.org]  
**Sent:** Friday, February 12, 2016 9:56 AM  
**To:** Escamilla, Judith <judith.escamilla@twcable.com>  
**Cc:** Peter Fernandez <pfernandez@mathisisd.org>  
**Subject:** RE: TWC phone bill question

Just wanted to keep you update. I sent all the information to Nicholas D'Andrea and never got a response.  
As of now, none of these issues have been resolved.  
Is there anything you can do for us?  
Thank you,

Chris Casarez  
Area Administrator for Operations and Student Support Services Mathis Independent School District  
(361) 547-3378 X-1052

-----Original Message-----

**From:** Christopher Casarez  
**Sent:** Monday, January 11, 2016 1:24 PM  
**To:** 'Escamilla, Judith' <judith.escamilla@twcable.com>  
**Cc:** Peter Fernandez <pfernandez@mathisisd.org>  
**Subject:** RE: TWC phone bill question

## Christopher Casarez

---

**From:** Christopher Casarez  
**Sent:** Thursday, March 03, 2016 5:15 PM  
**To:** Escamilla, Judith  
**Cc:** Peter Fernandez  
**Subject:** Re: TWC phone bill question

Just checking to see if any new information has come from the three issues mathis isd had concerns with. Please let us know

Sent from my iPhone

> On Feb 12, 2016, at 10:09 AM, Escamilla, Judith <judith.escamilla@twcable.com> wrote:

>

> I will submit the case. I want to setup a conference call, so we can follow-up on the status. I can go and visit to the district or we can setup a conference call. Let me know. How does the March 3rd work for you?

>

> Thank you,

> judy

>

> -----Original Message-----

> From: Christopher Casarez [mailto:ccasarez@mathisid.org]

> Sent: Friday, February 12, 2016 9:56 AM

> To: Escamilla, Judith <judith.escamilla@twcable.com>

> Cc: Peter Fernandez <pfernandez@mathisid.org>

> Subject: RE: TWC phone bill question

>

> Just wanted to keep you update. I sent all the information to Nicholas D'Andrea and never got a response.

> As of now, none of these issues have been resolved.

> Is there anything you can do for us?

> Thank you,

>

> Chris Casarez

> Area Administrator for Operations and Student Support Services Mathis

> Independent School District

> (361) 547-3378 X-1052

>

>

>



## Christopher Casarez

---

**From:** Escamilla, Judith <judith.escamilla@twcable.com>  
**Sent:** Thursday, March 03, 2016 9:06 PM  
**To:** Christopher Casarez  
**Cc:** Peter Fernandez  
**Subject:** RE: TWC phone bill question

I have forwarded your request and should get a response by tomorrow. If you do not receive a response from me by late tomorrow. Let's plan to meet or a call to Customer Care together.

Thank you,  
Judy

-----Original Message-----

From: Christopher Casarez [mailto:ccasarez@mathisd.org]  
Sent: Thursday, March 03, 2016 5:15 PM  
To: Escamilla, Judith <judith.escamilla@twcable.com>  
Cc: Peter Fernandez <pfernandez@mathisd.org>  
Subject: Re: TWC phone bill question

Just checking to see if any new information has come from the three issues mathis isd had concerns with. Please let us know

Sent from my iPhone

> On Feb 12, 2016, at 10:09 AM, Escamilla, Judith <judith.escamilla@twcable.com> wrote:

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> I will submit the case. I want to setup a conference call, so we can follow-up on the status. I can go and visit to the district or we can setup a conference call. Let me know. How does the March 3rd work for you?

>

> Thank you,

> judy

>

> -----Original Message-----

> From: Christopher Casarez [mailto:ccasarez@mathisd.org]

> Sent: Friday, February 12, 2016 9:56 AM

> To: Escamilla, Judith <judith.escamilla@twcable.com>

> Cc: Peter Fernandez <pfernandez@mathisd.org>

## Christopher Casarez

**From:** Teran-Cartagena, Stephanie <stephanie.teran-cartagena@twcable.com>  
**Sent:** Friday, March 04, 2016 11:01 AM  
**To:** Christopher Casarez; Peter Fernandez  
**Cc:** DL-HRN-ERATE-TWC-CORP; Escamilla, Judith  
**Subject:** RE: TWC phone bill question  
**Attachments:** SPI-CTF Request Spreadhseet.xlsx

Good morning,

Could you please provide an account number(s) for the account(s) that had the one-time charges and credits on them? In addition, can you provide the bills that show the one-time charges and credits?

As for funding year 2015-2016, could you please complete the SPI request spreadsheet attached and return back to [DL-HRN-ERATE-TWC-CORP@twcable.com](mailto:DL-HRN-ERATE-TWC-CORP@twcable.com) at your earliest convenience?

In regards to last year's funding (FY14), please see below the break down for the discounts that were given to FRN 2676853 and FRN 2676649. These were the only two account numbers that were provided to the ERATE team. The ERATE team retroactively applied discounts in May 2015 and sent the account breakdowns on May 5, 2015; we also requested for additional clarification if there were any additional accounts that needed updates but unfortunately there were not updates.

Account Number	FRN	Service Period	Funding Year	Details of Month	Phone MRC	Total Charges	Phone ERATE	Total ERATE
8260180980124109	2676853	06/28-07/27	2014	July	\$217.80	<b>\$217.80</b>	\$196.02	<b>\$196.02</b>
8260180980124109	2676853	07/28-08/27	2014	August	\$217.80	<b>\$217.80</b>	\$196.02	<b>\$196.02</b>
8260180980124109	2676853	08/28-09/27	2014	September	\$217.80	<b>\$217.80</b>	\$196.02	<b>\$196.02</b>
8260180980124109	2676853	09/28-10/27	2014	October	\$217.80	<b>\$217.80</b>	\$196.02	<b>\$196.02</b>
8260180980124109	2676853	10/28-11/27	2014	November	\$217.80	<b>\$217.80</b>	\$196.02	<b>\$196.02</b>
8260180980124109	2676853	11/28-12/27	2014	December	\$217.80	<b>\$217.80</b>	\$196.02	<b>\$196.02</b>
8260180980124109	2676853	12/28-01/27	2014	January	\$217.80	<b>\$217.80</b>	\$196.02	<b>\$196.02</b>
8260180980124109	2676853	01/28-02/27	2014	February	\$217.80	<b>\$217.80</b>	\$196.02	<b>\$196.02</b>
8260180980124109	2676853	02/28-03/27	2014	March	\$217.80	<b>\$217.80</b>	\$196.02	<b>\$196.02</b>
8260180980124109	2676853	03/28-04/27	2014	April	\$217.80	<b>\$217.80</b>	\$196.02	<b>\$196.02</b>
8260180980124109	2676853	04/28-05/27	2014	May	\$217.80	<b>\$217.80</b>	\$196.02	<b>\$196.02</b>
8260180980124109	2676853	05/28-06/27	2014	June	\$217.80	<b>\$217.80</b>	\$196.02	<b>\$196.02</b>



\$2,613.60

\$2,352.24

Account Number	FRN	Service Period	Funding Year	Details of Month	DIA MRC	Data+ MRC	Install Cost	Taxes	Total Charges	DIA ERATE	D E
8260180980133845		07/12-08/11	2014	July	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$
8260180980133845	2676649	08/12-09/11	2014	August	\$1,185.31	\$24.19	\$750.00	\$25.97	\$1,985.47	\$1,066.78	\$:
8260180980133845	2676649	09/12-10/11	2014	September	\$2,450.00	\$69.28	\$0.00	\$17.73	\$2,537.01	\$2,205.00	\$:
8260180980133845	2676649	10/12-11/11	2014	October	\$2,450.00	\$64.95	\$0.00	\$17.60	\$2,532.55	\$2,205.00	\$:
8260180980133845	2676649	11/12-12/11	2014	November	\$2,450.00	\$64.95	\$0.00	\$17.60	\$2,532.55	\$2,205.00	\$:
8260180980133845	2676649	12/12-01/11	2014	December	\$2,450.00	\$64.95	\$0.00	\$17.60	\$2,532.55	\$2,205.00	\$:
8260180980133845	2676649	01/12-02/11	2014	January	\$2,450.00	\$64.95	\$0.00	\$17.60	\$2,532.55	\$2,205.00	\$:
8260180980133845	2676649	02/12-03/11	2014	February	\$2,450.00	\$64.95	\$0.00	\$17.60	\$2,532.55	\$2,205.00	\$:
8260180980133845	2676649	03/12-04/11	2014	March	\$2,450.00	\$64.95	\$0.00	\$17.60	\$2,532.55	\$2,205.00	\$:
8260180980133845	2676649	04/12-05/11	2014	April	\$2,450.00	\$64.95	\$0.00	\$17.60	\$2,532.55	\$2,205.00	\$:
8260180980133845	2676649	05/12-06/11	2014	May	\$2,450.00	\$64.95	\$0.00	\$17.60	\$2,532.55	\$2,205.00	\$:
8260180980133845	2676649	06/12-07/11	2014	June	\$2,450.00	\$64.95	\$0.00	\$0.00	\$2,514.95	\$2,205.00	\$:

\$27,297.83

Best regards,

Stephanie Teran

AR/E-rate Analyst

Time Warner Cable Business Class

2551 Dulles View Drive | Herndon, VA 20171

[www.twcbc.com](http://www.twcbc.com)



-----Original Message-----

From: Escamilla, Judith

Sent: Friday, March 04, 2016 10:31 AM

To: DL-HRN-ERATE-TWC-CORP <DL-HRN-ERATE-TWC-CORP@twcable.com>

Subject: FW: TWC phone bill question

Mathis ISD

Customer is requesting a status on their reimbursement. Please let me know, if you need additional information. Form 486 has been filed.



Thank you,

Judith Escamilla

Time Warner Cable

Major Account Executive - Govt & Education

361-563-9745 C

956-230-0465 F

E-Rate SPIN: 143048275

Customer Care: 1-866-892-4249 You may also request assistance online at <http://business.timewarnercable.com/support/contact-us.html>

DIR Contract #: DIR-TEX-AN- NG-CTSA-008

Business Fiber Support: 877-892-3423

Business HSD, Voice and Video/CATV Support: 866-519-1263 <http://timewarnercable-tex-an-ng.com/index>

-----Original Message-----

From: Christopher Casarez [mailto:ccasarez@mathisd.org]

Sent: Thursday, March 03, 2016 5:15 PM

To: Escamilla, Judith <judith.escamilla@twcable.com>

Cc: Peter Fernandez <pfernandez@mathisd.org>

Subject: Re: TWC phone bill question

Just checking to see if any new information has come from the three issues mathis isd had concerns with. Please let us know

Sent from my iPhone

> On Feb 12, 2016, at 10:09 AM, Escamilla, Judith <judith.escamilla@twcable.com> wrote:

>

> I will submit the case. I want to setup a conference call, so we can follow-up on the status. I can go and visit to the district or we can setup a conference call. Let me know. How does the March 3rd work for you?

>

> Thank you,

> judy

>

> -----Original Message-----

> From: Christopher Casarez [mailto:ccasarez@mathisd.org]

> Sent: Friday, February 12, 2016 9:56 AM

> To: Escamilla, Judith <judith.escamilla@twcable.com>

> Cc: Peter Fernandez <pfernandez@mathisd.org>

## Christopher Casarez

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**From:** Christopher Casarez  
**Sent:** Saturday, March 05, 2016 9:05 AM  
**To:** Teran-Cartagena, Stephanie  
**Cc:** Peter Fernandez; DL-HRN-ERATE-TWC-CORP; Escamilla, Judith  
**Subject:** Re: TWC phone bill question

On the last portion. Funding from last year. It said additional information was requested. I am the erate person for the district and have not received any requests for information that I did not fill.

I can gather all billing from last year if needed or get you the information needed if you can send it to me

Sent from my iPhone

On Mar 4, 2016, at 10:59 AM, Teran-Cartagena, Stephanie <[stephanie.teran-cartagena@twcable.com](mailto:stephanie.teran-cartagena@twcable.com)> wrote:

Good morning,

Could you please provide an account number(s) for the account(s) that had the one-time charges and credits on them? In addition, can you provide the bills that show the one-time charges and credits?

As for funding year 2015-2016, could you please complete the SPI request spreadsheet attached and return back to [DL-HRN-ERATE-TWC-CORP@twcable.com](mailto:DL-HRN-ERATE-TWC-CORP@twcable.com) at your earliest convenience?

In regards to last year's funding (FY14), please see below the break down for the discounts that were given to FRN 2676853 and FRN 2676649. These were the only two account numbers that were provided to the ERATE team. The ERATE team retroactively applied discounts in May 2015 and sent the account breakdowns on May 5, 2015; we also requested for additional clarification if there were any additional accounts that needed updates but unfortunately there were not updates.

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8260180980124109	2676853	07/28-08/27	2014	August	\$217.80	<b>\$217.80</b>	\$196.02	<b>\$196.02</b>
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8260180980124109	2676853	10/28-11/27	2014	November	\$217.80	<b>\$217.80</b>	\$196.02	<b>\$196.02</b>

## Christopher Casarez

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**From:** Teran-Cartagena, Stephanie <stephanie.teran-cartagena@twcable.com>  
**Sent:** Monday, March 07, 2016 1:53 PM  
**To:** Christopher Casarez  
**Cc:** Peter Fernandez; DL-HRN-ERATE-TWC-CORP; Escamilla, Judith  
**Subject:** RE: TWC phone bill question

Good afternoon Christopher,

To your earliest convenience can you please give me a call at my direct line; it is (703) 713 – 9685. I tried calling two numbers to reach you but unfortunately it sounds like they are disconnected (361-547-9474 and 361-547-3378).

Thank you,  
Stephanie Teran

**From:** Christopher Casarez [mailto:ccasarez@mathisd.org]  
**Sent:** Saturday, March 05, 2016 10:05 AM  
**To:** Teran-Cartagena, Stephanie <stephanie.teran-cartagena@twcable.com>  
**Cc:** Peter Fernandez <pfernandez@mathisd.org>; DL-HRN-ERATE-TWC-CORP <DL-HRN-ERATE-TWC-CORP@twcable.com>; Escamilla, Judith <judith.escamilla@twcable.com>  
**Subject:** Re: TWC phone bill question

On the last portion. Funding from last year. It said additional information was requested. I am the erate person for the district and have not received any requests for information that I did not fill.

I can gather all billing from last year if needed or get you the information needed if you can send it to me

Sent from my iPhone

On Mar 4, 2016, at 10:59 AM, Teran-Cartagena, Stephanie <[stephanie.teran-cartagena@twcable.com](mailto:stephanie.teran-cartagena@twcable.com)> wrote:

Good morning,

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As for funding year 2015-2016, could you please complete the SPI request spreadsheet attached and return back to [DL-HRN-ERATE-TWC-CORP@twcable.com](mailto:DL-HRN-ERATE-TWC-CORP@twcable.com) at your earliest convenience?



## Christopher Casarez

---

**From:** Christopher Casarez  
**Sent:** Wednesday, March 23, 2016 10:45 AM  
**To:** sldpr@gdit.com  
**Cc:** 'chris.harris@esc2.us'  
**Subject:** case #67759 attention Alex

For the 2014-15 school year. Mathis ISD had e-rate approved and funded for \$17,375.58 with Time Warner Cable for Local/Long Distance Phone Service. In October, I noticed that only \$2,352.24 had been disbursed. At that time, I was getting my Bear forms in order. We had requested SPI, but like with many companies over the years, it doesn't happen and we end up doing the Bear.

FRN: 2676853 SPIN: 143028428

I contacted my sales representative on October 1, 2015 to inquire about this. She said a case would be open. We did file an extension on Bear form as well. Over the months, I would periodically ask if anything had come of this (10/1, 10/19, 11/3, 1/11, 2/12, and 3/3, 3/4 & 3/5). She eventually sent me to an E-rate person within Time Warner (1/11). After sending him all the information, he still to this day has not responded. So in February, I followed up again. Toward the end of February, I had someone from the E-rate division in Time Warner contact me. She was able to answer my other questions but this one she said additional information was requested from the district and never received. I said that is not possible, because all e-rate items come to me and I fill the requests and stay on top of things. She said that only one of our accounts were submitted for SPI. Apparently, we have 6 accounts as different buildings have their own account #. I did let her know that in the past, everything went through our main account (and we always got fully reimbursed). She said since it was now past February 25<sup>th</sup>, there was nothing that could be done by them. She suggested I contact USAC and see since it was something that may have been dropped on their end, if there was anything that could be done to get those funds back.

In the system, you will see how we filed several Bear forms and they were denied. We started the process early, to get answers from them, but they did not act on it and then tried to claim that they sent us questions that were not sent.

**Chris Casarez**

**Area Administrator for Operations and Student Support Services**

**Mathis Independent School District**

**(361) 547-3378 X-1052**

**From:** Chris Harris [<mailto:chris.harris@esc2.us>]  
**Sent:** Monday, March 07, 2016 5:34 PM  
**To:** Christopher Casarez <[ccasarez@mathisisd.org](mailto:ccasarez@mathisisd.org)>  
**Subject:** RE: TWC Erate Support



## Christopher Casarez

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**From:** Christopher Casarez  
**Sent:** Monday, March 28, 2016 2:55 PM  
**To:** david.lafrance@twcable.com; dl-hrn-erate-twc-corp@twcable.com  
**Cc:** 'chris.harris@esc2.us'  
**Subject:** Mathis ISD funding concern

Mathis ISD issue that resulted in:  
case #67759

**From:** Christopher Casarez  
**Sent:** Wednesday, March 23, 2016 10:45 AM  
**To:** 'sldpr@gdit.com' <sldpr@gdit.com>  
**Cc:** 'chris.harris@esc2.us' <chris.harris@esc2.us>  
**Subject:** case #67759 attention Alex

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**Chris Casarez**

**Area Administrator for Operations and Student Support Services**  
**Mathis Independent School District**  
**(361) 547-3378 X-1052**